

Complaint about childcare provision

EY467196/C252571

Date: 09/09/2015

Summary of complaint

On 24 June 2015, we received a notification from an external agency that raised concerns about the suitability of a person connected with the registration. We needed to investigate this concern to see whether the setting was meeting the Statutory framework for the early years foundation stage relating to Suitable people.

We liaised with other agencies and then carried out unannounced visits to the premises. We found that there had been some changes to the manager and directors of the setting and Ofsted had not been notified of these changes. On this occasion we sent the provider a warning letter. We also found that staff were not familiar with the procedure for reporting concerns about adults working with children, and that adult to child ratios were not maintained during staff break times.

Although it was not part of the original concerns we identified that hygiene procedures were not maintained during nappy changing routines as the mat was not wiped and gloves were not changed between children.

We sent the provider a notice of action to improve that asked the provider to:

- ensure that the good health of children attending the setting is promoted, particularly by ensuring good hygiene procedures are maintained during nappy changing routines so that the risk of cross infection is minimised

- ensure that all staff are trained to understand the safeguarding policy and procedure and have up to date knowledge of safeguarding issues, particularly the procedure to be followed in the event of inappropriate behaviour displayed by other members of staff, or any other person working with the children

-ensure the adult to child ratios are maintained at all times but particularly over the staff break times

The setting decided to resign their registration with Ofsted before responding to the notice of action to improve.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)